**Meeting of the Patient Participation Group 3rd February 2015**

Present ~Chairperson, Dr Caroline Gill, Practice Manager, Deputy Manager and Five Members

Apologies: Vice Chairperson.

Three members of the PPG have resigned.

Minutes of the meeting held on 25th November 2014 were accepted as a true record by the members present.

MATTERS ARISING FROM THE MINUTES:

Recruitment of New Staff

New Staff:

Receptionist AM Karen Albrighton

PM Tina Sammon

Team Leader PM Faye Clifford

There will be four reception staff in the morning, the fourth team member will be joining in March.

Afternoon staff all complete.

NEW STAFF: Medical as reported by the Doctor

Sarah Ong Indefinitely

Ravi Bora Three months only

Justine Six sessions a week

Alistair One day a week.

There is an interview for a full time salaried GP next week.

Training and Induction of the new staff is continuing.

The patients have to get used to the new doctors in the practice.

It is expected that there would be several changes over the next five years in the surgery.

The Practice manager told the group that the surgery is now open for new patients

Discussion took place around the shortage of doctors overall. There are not enough coming into general practice. The Chairperson suggested that the numbers coming from the Indian Subcontinent have also reduced year on year for the last few years.

The British Medical Association (BMA) has done a work analysis of the GP's and found the work load increased.

Patients have to be educated that the GP is not the end all and that there are other health professionals who can provide care for them.

FRIENDS AND FAMILY TEST

All NHS Organisations are required to comply with the Friends and Family test. The main question in this survey is whether the patient would recommend their GP Practice to their friends and family. Discussion took place that some people may not be happy to fill in the form especially in relation to their faith and belief or sexual orientation'.

The members reported that they had had no more cold calling from chemists. Discussion then took place with reference to prescriptions and the over ordering. Many prescriptions are picked up by carers or the Chemist and drugs are then ordered every month, often the patient may not be taking them or a medicine might have been stopped by the Doctor. The Chair suggested that a message could be put onto the prescriptions, and also into the News Letter. Sharon was going to work with the member doing the Newsletter because the member does not feel comfortable to take the job on himself without advice

Members were asked to ask their communities to fill the form so that the Practise has enough information and improvements made if there was a gap in service.

The News Letter would be given out to other committees for them to comment on and members would encourage them to read it. Members agreed that they would take the News Letter to Healthnet, this group meets every month on the first Friday of the month at 10 am at St Jude's Church Hall.

REPORTS:

Doctor had nothing more to add.

The Practice Manager had nothing more to add

Members Report

The member who attends the Patient Reference Group of the CCG reported that the PRG was going through a review because it is not fit for purpose and many members are leaving. She also reported that she was told that Wawn Street Surgery was doing a good job.

ANY OTHER BUSINESS:

Members decided to discuss a new topic at every meeting. This should be educational and should also be included in the News Letter for all patients and visitors at the Surgery.

An important subject for discussion is Medicine Management.

Recruitment Drive

The Chairperson brought the topic of recruiting members for our PPG. It is important to have members from the disabled group as also from younger age group. The Chair requested the Doctor and Managers to help us towards increasing the numbers for our PPG from all groups and indeed people who have a contribution to make to the group.

Discussion took place around the Website and members were asked to see it and give comments. All comments would be checked and acted on.

Dr Gill and the Chairperson are going to meet the staff at the Arts Studio for the Art work for the waiting room.

DATE AND TIME OF THE NEXT MEETING:

Tuesday 31st March 2015 at 6 PM